

ADMINISTRATIVE - INTERNAL USE ONLY

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DDI-795-75

24 March 1975

MEMORANDUM FOR: Deputy Director for Administration

SUBJECT : OJCS Support of CRS

1. I would like to let you know how much I appreciate the quality of ADP service now being given CRS by OJCS. Some examples of these improvements are:

- Success rates on overnight turnaround on routine requests have improved from 60% of requests to 97% during the first eight months of FY 1975.
- Priority requests are being satisfied in about four hours, compared with six hours at the beginning of the fiscal year.
- Overall monthly production errors have dropped from 71 in July 1974 to 29 in January 1975, while the average number of production jobs processed maintained a steady level of 1,500 to 1,600 per month.

2. The major point, of course, is that 97 CRS customers out of each 100 are getting "what they want when they want it". I feel strongly that a real spirit of cooperation--not neat organizational charts--is what makes complex, interdependent processes work successfully. This seems to be the case with OJCS and CRS.

3. Please pass on my "well done" to Mr. Fitzwater and all the others in OJCS involved in this effort. I will do the same with Mr. Eisenbeiss and his people.

STATINTL

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Original and 1 - Addressee

① DDI Chrono

1 - DDI CRS File

1 - CRS/ISG

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EDWARD W. PROCTOR
Deputy Director for Intelligence